

## All Products

### Care Coordinator (CC) Success Stories

We want to hear from you. We know that care coordinators are doing great work every day with our Medica members. We would love to share these internally with our leadership. Some suggestions of possible successes: assisting a member with a complex medical situation or mental health crisis, arranging transportation for an urgent situation, housing assistance, etc.

Reminder: we will be sharing your good work at the March Care Coordinator meeting. The CC whose story is chosen will get some Medica swag.

Please submit stories to [MedicaCCSupport@medica.com](mailto:MedicaCCSupport@medica.com).

### Emergency Supplemental Nutrition Assistance Program (E-SNAP) ending

**Federal officials have declared that Emergency SNAP allotments will end after February 2023.**

During the COVID-19 pandemic, Minnesota received a waiver from the federal government to temporarily provide extra Supplemental Nutrition Assistance Program (SNAP) benefits known as Emergency SNAP, or E-SNAP. Federal officials have declared that the extra COVID Emergency SNAP benefits will end after February.

Most households will get their last E-SNAP payment in March. Starting in April, most households will only get one SNAP payment. That amount will be the household's standard monthly benefit.

Learn more and find extra food resources at: [mn.gov/dhs/snap-changes/end-of-e-snap/](https://mn.gov/dhs/snap-changes/end-of-e-snap/)

Medica knows how important affordable, healthy foods are for our members, especially during this time of high grocery prices. We provide a Healthy Savings grocery discount program for all of our Medicaid plans, and we have additional food support programs that may be available to some members. Members can contact their care coordinator or member services to learn about available food resources.

## High Claims Cost (HCC) member reviews

Medica performs HCC reviews every other week. Members with \$50,000 or greater in claims in the past 12 months & members with claims of \$250,000 or over are identified through claims data. The HCC team review the cases identified and will reach out to the care coordinator as needed.

It's important for the care coordinator to clearly document communication with the member and interdisciplinary team to create a clear picture of member, their health condition, and services provided/offered.

The HCC team wants to recognize the great job of our care coordinators are doing with our members as they are working with very complex situations. Thanks for all you do!

## Home Care at a Glance

Medica developed the **Home Care at a Glance** document as supplement the **Home Care Policy**. This companion document addresses home care services for each product, the payer, authorization needs and effect on waiver budgets. We have recently posted this document on the Care Coordination HUB under "Templates, tools and additional resources" and choosing the Tools and Forms accordion it is listed under Miscellaneous. We hope you find this resource valuable for service planning and coordinating home care services for members.

## Interdisciplinary Team Meetings (IDTs)

IDT consultation opportunities are available on the 3rd Wednesday of each month.

These meetings provide an opportunity for reviewing complex members in an interdisciplinary team (IDT) setting to improve their quality of care, reduce unnecessary utilization, and identify target areas for future intervention. Please take advantage of this valuable resource.

Delegates can sign up by using the sign-up sheet in Sharefile. Delegates will choose a 30 minute time slot for each case to review.

For more details please refer to the [IDT Process for Delegates](#) on the Care Coordination HUB.

## Member Referrals to Sales

The Minnesota Senior Health Options (MSHO) program integrates Medicare benefits into its managed care plan. Similarly, Special Needs Basic Care Enhanced (SNBC Enhanced) integrates Medicare benefits into its managed care plan as well. MSHO and SNBC Enhanced are voluntary programs so if Care Coordinators have an MSC+ member or SNBC non-integrated member that is interested in enrolling in MSHO or SNBC Enhanced, please contact [MedicaCCPSales@medica.com](mailto:MedicaCCPSales@medica.com).

## Revised MnCHOICES Application

The following DHS email messaging was sent out on Friday Feb. 17 with the following update regarding the new phased launch of the revised MnCHOICES application.

### Status of the MnCHOICES revision project

DHS has decided to implement a phased launch of the MnCHOICES revision. This will include an extension of the transition period to finish work in existing systems from June 30 to Aug. 31, 2023. This will provide more flexibility for lead agencies to transition staff members to the revised MnCHOICES application over a six-week period rather than require everyone to use the new system immediately.

For more information, go to the full announcement: [Status of MnCHOICES revision project](#).

As you continue to prepare for the launch, we would encourage you to continue practicing in the MnCHOICES training zone (MTZ) so you can become familiar with navigating the new platform. We would also encourage you to utilize the Help Center training resources in MTZ (Smart guides, practice guides, and Micro-learnings) to help you as you develop your agency processes and workflows.

Reminder: MnCHOICES Mentor touch base meeting Tuesday March 14, 11am-12pm.

## Transportation Update

The Provider Oversight Team is doing everything possible to add more providers/drivers to the network. Newly added for the Cambridge/North Branch area we have the following Special Transportation Service (STS) providers contracted:

- Schu-Tran
- Lfyts/Abacus
- Cambridge
- Arrowhead

Anytime a CC is having problems arranging transportation for a member, please reach out to [ProviderOversight@medica.com](mailto:ProviderOversight@medica.com) and that team will assist to secure a driver. Also, if you have suggestions of providers to add to the network please let this team know as well so they can reach out and offer to contract with them.

## 2023 Additional Benefit: Activity tracker

**\*Available for Minnesota Senior Health Options (MSHO) & Medica AccessAbility Solution® Enhanced (ISNBC) members only\***

Activity Tracker provides a Reemo Smartwatch to the member living in the community that tracks steps and heart rate. This is a great way for our members to stay active and track their activity.

Members can call customer service to request the activity tracker. Care Coordinators who receive this request from their member, they can call Reemo at 1 (877) 697-3366 Monday-Friday 9 a.m. to 5 p.m. or email Reemo at [medica@reemohealth.com](mailto:medica@reemohealth.com) providing members information and request for Activity Tracker. Make sure that you note on the request that it is for the activity tracker only.

Please refer to [Reemo Smartwatch Programs](#) for additional details.

## Upcoming Meetings

Care Coordinator Quarterly Meeting via WebEx Events for ALL products  
Tuesday March 7, 2023 from 9 a.m. to 11 a.m.

**Minnesota Senior Health Options (MSHO)  
+ Minnesota Senior Care (MSC+)**

## Individual Community Living Supports (ICLS) and Department of Human Services (DHS) clarified living setting in Policy Quest post

Individual Community Living Supports (ICLS) is an Elderly Waiver (EW) bundled service that includes six service categories. ICLS services offer assistance and support for older adults who need reminders, cues, intermittent/moderate supervision or physical assistance to remain in their homes. ICLS was developed to allow a member to receive multiple service categories from one provider, thus eliminating the need for multiple providers coming to the member's home.

In the past few months DHS posted responses to multiple ICLS questions on **Policy Quest**. Question Number 38023 provides clarification about member's living setting and the provider stating:

*"The Elderly Waiver plan states that the ICLS must be delivered in:*

- *a single-family home or apartment owned or rented by the participant as demonstrated by a lease agreement; or*
- *is leased or owned by a friend or family member who has no financial interest in the service.*

*Simply put, the first bullet means that a person can receive ICLS in their own home (the person needing the service is the homeowner) and, the second bullet clarifies that a person can receive ICLS in a home that is leased or owned by a friend or family member, **but the friend or family member (homeowner) cannot provide the ICLS service.**"*

Please ensure members are receiving ICLS services by an appropriate provider. If it is determined that the ICLS provider is not appropriate, please transition to another provider. If ICLS services are no longer needed and another service or natural supports will meet member's need, please proceed with a DTR and include in rationale how the member's needs will be met.

For more information about ICLS services, please refer to the **Community Based Service Manual ICLS Service** and the **Medica ICLS recorded training** and associated resources posted on the Care Coordination Hub under Training.

You can also reference the **October and December 2022 Care Coordinator Newsletters** for other communication about ICLS services.

The search function on **Policy Quest** can be a great resource for Care Coordinators, especially when determining whether an item or service meets criteria for coverage under the Elderly Waiver (EW). A username or password is not needed to use the search function.

If you would like a case consultation, please contact  
[MedicaCCSupport@Medica.com](mailto:MedicaCCSupport@Medica.com).

## We're here to help

Call or email, whichever works best for you.



Call us at 1-888-906-0971 (TTY:711)



Email us at [MedicaCCSupport@medica.com](mailto:MedicaCCSupport@medica.com).

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